

## **BELL ATLANTIC RESPONSE TO MA DTE KPMG EXCEPTION**

<b>Exception #:</b>	<b>16</b>
<b>Component:</b>	<b>Verizon's Interval Guide documentation for ISDN Migrations is incomplete.</b>
<b>Domain:</b>	<b>POP</b>
<b>Date Uncovered by KPMG:</b>	8/18/00
<b>Date BA Received:</b>	8/18/00
<b>Date BA Responded:</b>	8/23/00
<b>KPMG Summary Statement and BA Response:</b>	<p><b>A CLEC may commit to conversion dates with customers that can not be honored. The result will be decreased customer satisfaction.</b></p> <p><b><u>Verizon Response: (08-23-00)</u></b></p> <p>In regards to the Verizon Interval Guide being incomplete, that is not correct. The Interval Guide has the correct interval for ISDN migrations. The section on the interval guide for migrations is all-inclusive. Migration due date should be the same for all products and services, as long as they fall into the migration guidelines.</p> <p>The discrepancy regarding PONs 037011ZM0X000001 and 037011ZM0x000002, received three-day interval for migration comes from a local process that continued without being sanctioned. That process has been uncovered and resolved, so that CLECs will now receive the interval as stated on the Interval Guide documentation.</p> <p>The second issue surrounding PONs 038021ZX0x000002 and 038021ZX0X000003 was a case where the rep had problems distinguishing between a re-configuration and a non-reconfiguration. CLEC was given eight day interval in place documented intervals. Verizon understands that this might impede a CLECs ability to do business and has taken necessary measures to ensure the reps have information at hand to help make the correct choice. A FLASH will be release to TISOC detailing the when to use migration verses re-configuration interval.</p>